CANS/PSC Webinar 1/25/24

Attendance

Please let us know you joined us today by completing this quick form:

https://forms.office.com/g/LtnEdXwgPA

Panel of Experts

Janet Fleishman, LCSW
Mental Health Clinical Supervisor for Compton Family Mental Health Clinic

Yolanda Hernandez-Lara, LCSW
Mental Health Clinical Supervisor for Roybal Family Mental Health Center

Monica Sanchez
Outcomes Clerk for The Guidance Center
Leah Guttierez, Psy.D.
Program Manager for Quality Improvement for The Guidance Center

Iva Svetlikova, LMFT
Chief Quality and Compliance Officer for Masada Community Mental Health Services
Khai Nguyen, LMFT
Director of Information Systems & Analytics for Masada Community Mental Health Services

Questions posed to Panel

Question #1
- How do you manage your CANS and PSC workflow at your site?

Question #2
- How do you support your staff with their CANS certification?

Panel Speaker #1

Janet Fleishman, LCSW

- Mental Health Clinical Supervisor

- Compton Family Mental Health Clinic (Directly Operated Provider)

Child and Adolescent Needs and Strengths (CANS) Assessment tool

- Clinic Workflow
- Supporting staff with their CANS Certification

I'M SO EXCITED!

How do you manage your CANS and PSC workflow at your site?

1. **Intake – clients/caregivers in collaboration with their clinician complete the initial CANS & PSC during the intake/assessment**

➢ The clinician schedules an advance session in their calendar with the client & caregiver in 6 months. They make a note in their scheduling calendar to complete the CANS and PSC with the client and caregiver.

➢ At the 6-month re-assessment of the CANS and PSC the clinician schedules the next 6-month re-assessment. This process continues every 6 months.

How do you manage your CANS and PSC workflow at your site?

2. **Clinicians use a widget for reminders of when the CANS is due**

➢ Encourage the CANS and PSC are completed on the same cycle date (easier to track).

➢ Encourage clinicians to review their schedules the day before or the morning of to identify if any clients need their CANS/PSC to be completed.

➢ Supervisor runs and submits individualized Active Clients by Program and Primary Program with Supplemental Fields (Excel Version) to the clinicians.

➢ Supervisor highlights CANS/PSC that have Expired, Coming Due, and CANS Required for a client.

➢ In supervision, the supervisor and clinician review the report. *

➢ Clinicians schedule appointments with clients and their caregivers needing CANS/PSC.

How do you manage your CANS and PSC workflow at your site?

3. **Medication Support and Case Management - Completing the CANS/PSC with clients who receive case management and medication support services can be challenging**

➢ The supervisor assigns a therapist to each client.

➢ If a clinician treated the client in the past, the client is assigned the same clinician.

➢ If the client's previous clinician left, then they are assigned another clinician.

➢ The clinicians do not have reminders in IBHIS with these clients.

How do you manage your CANS and PSC workflow at your site?

4. **When clinicians transfer a case to Medication Support and Case Management Services, they are expected to write an email to the psychiatrist, supervisor, and the Intermediate Typist Clerk (ITC) assigned to this task**

➢ Medication Support and Case Management clients are tracked by the ITC person using a tracking system.

➢ The ITC person provides reminders to each individual therapist when CANS/PSC are due.

➢ Clinicians schedule appointments with clients and their caregivers to complete the CANS and PSC.

➢ Occasionally, the psychiatrist is requested to remind the clients and their caregivers that their CANS and PSC are due.

**How do you manage your CANS
and PSC workflow   at your site?**

5.   **De-activated Clients – The clinician communicates via email to the relevant parties when a case is about to be De-Activated**

➢ The supervisor reminds the clinician to complete the discharge CANS and PSC.

➢ When there is a planned de-activation (discharge), the clinician will complete the CANS and PSC with the client and caregiver.

➢ If there is an unplanned de-activation (discharge), the clinician will complete either the discharge or Administrative Close CANS and PSC depending on the circumstances.

How do you support your staff with their CANS certification?

1. **New Staff Members- best time to get certified during the orientation period. Don't need IBHIS access to be certified**

➢ Provide background of CANS – it is a State requirement and the purpose.

➢ Give them the website information and explain the on-line training and once completed, take the exam. Two hours is given to take the exam. Discuss what to expect and answer any questions.

➢ Need 70% to pass the exam.

➢ Age group - CANS ages 6 through 20; PSC ages 3 through 18.

How do you support your staff with their CANS certification?

2. **Provide tips and suggestions to pass the exam**

➢ Copy vignette onto a Word document and print. Makes it easier to read and mark sections (e.g., school, etc.) so it is easier to find the categories when answering questions.

➢ Provide hard copy of CANS answer sheet so they can mark any questions they are not sure of on how to score. This makes it easier to go back and review.

➢ Strength Domain the scores are the opposite of the rest of the score sheet (0 = Centerpiece strength – 3 = No evidence).

How do you support your staff with their CANS certification?

3. Create a master calendar of the dates the CANS expires for all clinicians; calendar contains: clinician's name, last date of CANS certification, and upcoming CANS certification expiration date

➢ Remind and encourage staff not to let their CANS expire otherwise they will be required to repeat the entire training again and take the exam.

➢ Clinicians are required to submit their CANS certification to the CANS tracker. This will assist with tracking all CANS due dates.

➢ Provide master list to all Supervisors so they can follow-up with each of their clinicians to ensure they are CANS certified.

➢ Reminders are mentioned in Staff Meetings (no names are mentioned), but a general reminder is stated.

How do you support your staff with their CANS certification?

4. **Re-Certification**

➢ If a clinician does not pass the first time: The train the trainer offers to meet with them and offers tips and support. Trainer offers to be available during the 2nd time they are taking the CANS exam. The trainer is available to discuss any questions with the clinician. (The clinicians have said this is very helpful.)

➢ 3rd time: The clinicians are encouraged to contact Praed Coaching Support at coaching@TCOMTraining.com to receive assistance before taking the 3rd exam.

Thank You!

Janet Fleishman, LCSW

Mental Health Clinical Supervisor

Compton Family Mental Health Clinic

Jfleishman@dmh.lacounty.gov

Panel Speaker #2

Yolanda Hernandez-Lara, LCSW

- Mental Health Clinical Supervisor

- Roybal Family Mental Health Center (Directly Operated Provider)

Roybal Family Mental Health Center

Yolanda Hernandez-Lara, LCSW

Mental Health Clinical Supervisor

Agenda

How do you manage your CANS and PSC workflow at your site?

How do you support your staff with their CANS certification?

The PSC Roybal Workflow

- PSC questionnaire is provided by clerical staff to all intakes when they come in for the first time

- Completed PSC questionnaires are added to the intake folders for clinical staff to review as part of the intake process and entered in IBHIS

- Staff are to review the previous entry before entering the Initial PSC to make sure any previous treatment cycles were properly closed

- Staff are to consult with a supervisor if a client is a returning client and determine if an administrative discharge or discharge PSC was not filed or to clarify any PSC questions

- Staff use their IBHIS scheduling calendars and add a note on client appointments to remind themselves when a 6-month reassessment PSC is due

- When a reassessment PSC is due, staff will inform clerical staff to provide the questionnaire for parents/caregivers to complete once they check in for session and staff will review PSC with both client and parent/caregiver during session

The CANS Roybal Workflow

- As the triage supervisor, I review all incoming clients and during the scheduling process, file the appropriate CANS as necessary to allow for intake clinician to file the INITIAL CANS and begin a new treatment cycle

- After receiving the email notification that an intake has been scheduled, staff are encouraged to review client's IBHIS record prior to intake and consult with a supervisor if the previous treatment cycle was not properly closed

- Supervisor will review the record and provide recommendations or file the appropriate administrative discharge prior to staff entering an INITIAL CANS

- The most important message to give staff is to CONSULT!

- Tracking 6-month reassessments: staff create their own spreadsheets and they bring that to weekly supervision to discuss clients who will need a reassessment for the month

- Supervisors also run the Active Clients Report to discuss during supervision and plan with staff a due date prior to the 6-month deadline

- Staff were also trained to use the CLINICAL widget to verify dates and reassessment periods

The Importance of Training

- Identified the need for a training focused on the rebranding of the CANS as a clinical tool to be used during the intake process

- Participated in a training series to assist with redefining the use of the CANS and PSC as clinical tools to help inform clinical assessments

- Utilized the CANS scorecards and provided staff with color copies to post in their offices when completing the CANS

- Utilized the PCS Scoring Sheet to identify the three subscales to assist with clinical consideration for: Attention, Anxiety/Depression, and Behavioral/Interpersonal

- Invited new staff to shadow staff/supervisors to observe how the CANS and PSC could be incorporated into the assessment process

- Role play with new staff how to complete both the CANS and PSC as clinical tools

RESULTS!

STAFF #1 – Initial Training in 2019

PSC35 Status	Last PSC35 D.	Next PSC35 Due D	CANS Status	Last CANS Da	Next CANS Due Da
NA	04/27/23		Coming Due	04/27/23	10/27/23
Final	05/15/23	11/15/23	Final	05/15/23	11/15/23
Final	06/05/23	12/5/23	Final	06/05/23	12/5/23
Final	08/17/23	02/17/24	Final	08/17/23	02/17/24
NA	03/30/23		Coming Due	03/30/23	09/30/23
Final	07/14/23	01/14/24	Coming Due	02/17/23	08/17/23
NA	06/16/23		Final	06/16/23	12/16/23
Final	06/07/23	12/7/23	Final	06/07/23	12/7/23
Expired	12/12/22	06/12/23	Expired	12/12/22	06/12/23
NA	08/21/23		Final	08/21/23	02/21/24
NA	05/25/23		Final	05/25/23	11/25/23
Expired	10/28/21	04/28/22	Expired	10/28/21	04/28/22
Final	05/18/23	11/18/23	Final	05/18/23	11/18/23
Coming Due	04/25/23	10/25/23	Coming Due	04/25/23	10/25/23
NA	06/30/23		Final	06/30/23	12/30/23
Expired	04/11/22	10/11/22	Expired	04/11/22	10/11/22
Expired	01/05/23	07/5/23	Expired	01/05/23	07/5/23
Expired	12/08/22		Expired	12/08/22	06/8/23
NA	08/28/23		Final	08/28/23	02/28/24
Final	08/08/23	02/8/24	Final	08/08/23	02/8/24
NA	06/22/23		Final	06/22/23	12/22/23
NA	07/27/23		Final	07/27/23	01/27/24
Final	08/18/23	02/18/24	Final	08/18/23	02/18/24
Expired	07/19/22	01/19/23	Expired	07/19/22	01/19/23
NA	06/08/23		Final	06/08/23	12/8/23
Expired	01/31/22	07/31/22	Expired	01/31/22	07/31/22
NA	08/14/23		Final	08/14/23	02/14/24
Coming Due	02/09/23	08/9/23	Coming Due	02/22/23	08/22/23
Expired	12/23/21	06/23/22	Expired	12/23/21	06/23/22
NA	04/13/23		Coming Due	04/13/23	10/13/23
NA	07/28/23		Final	07/28/23	01/28/24
NA	07/10/23		Final	07/10/23	01/10/24
NA	08/04/23		Final	08/04/23	02/4/24
NA	04/10/23		Coming Due	04/10/23	10/10/23
Expired	12/09/22	06/9/23	Expired	12/09/22	06/9/23
NA	07/06/23		Final	07/06/23	01/6/24
NA	07/13/23		Final	07/13/23	01/13/24
Coming Due	02/14/23	08/14/23	Coming Due	02/14/23	08/14/23
NA	08/14/23		Final	08/14/23	02/14/24
Final	08/07/23	02/7/24	CANS Required For This Client		
Expired	06/25/21	12/25/21	Expired	06/25/21	12/25/21

V/S

STAFF #2 – Trained in 2022

PSC35 Status	Last PSC35 D.	Next PSC35 Due D	CANS Status	Last CANS Da	Next CANS Due Da
NA	06/26/23		Final	06/26/23	12/26/23
NA	06/26/23		Final	06/26/23	12/26/23
NA	02/22/23		Coming Due	02/22/23	08/22/23
NA	07/31/23		Final	07/31/23	01/31/24
Final	08/07/23	02/7/24	Final	08/07/23	02/7/24
NA	08/28/23		Final	08/28/23	02/28/24
Expired	01/04/23	07/4/23	Expired	01/04/23	07/4/23
Final	06/16/23	12/16/23	Final	06/16/23	12/16/23
NA	05/17/23		Final	05/17/23	11/17/23
Final	07/13/23	01/13/24	Final	07/13/23	01/13/24
Final	06/14/23	12/14/23	Final	06/14/23	12/14/23
Coming Due	03/17/23	09/17/23	Coming Due	03/17/23	09/17/23
NA	07/11/23		Final	07/11/23	01/11/24
Final	07/18/23	01/18/24	Final	07/18/23	01/18/24
Final	07/12/23	01/12/24	Final	07/12/23	01/12/24
Final	07/24/23	01/24/24	Final	07/24/23	01/24/24
Final	07/24/23	01/24/24	Final	07/24/23	01/24/24
Final	06/16/23	12/16/23	Final	06/16/23	12/16/23
Final	07/17/23	01/17/24	Final	07/17/23	01/17/24
NA	03/02/23		Coming Due	03/02/23	09/2/23
NA	05/22/23		Final	05/22/23	11/22/23
NA	06/02/23		Final	06/02/23	12/2/23
NA	06/22/23		Final	06/22/23	12/22/23
Coming Due	03/06/23	09/6/23	Final	09/06/23	03/6/24
NA	06/14/23		Final	06/14/23	12/14/23
NA	04/03/23		Coming Due	04/03/23	10/3/23
NA	04/05/23		Coming Due	04/05/23	10/5/23
NA	06/23/23		Final	06/23/23	12/23/23
NA	05/11/23		Final	06/06/23	12/6/23
Final	05/15/23	11/15/23	Final	05/15/23	11/15/23
Final	08/01/23	02/1/24	Final	08/01/23	02/1/24
Final	07/10/23		Final	07/10/23	01/10/24
Final	06/29/23	12/29/23	Final	06/29/23	12/29/23
Final	07/24/23	01/24/24	Coming Due	03/09/23	09/9/23
Final	06/14/23	12/14/23	Final	06/14/23	12/14/23
NA	07/06/23		Final	07/06/23	01/6/24
Final	08/01/23	02/1/24	Final	08/01/23	02/1/24
Coming Due	03/20/23	09/20/23	Coming Due	03/20/23	09/20/23
NA	05/08/23		Coming Due	05/08/23	11/8/23
NA	07/26/23		Final	07/26/23	01/26/24
NA	06/28/23		Final	06/28/23	12/28/23

CANS Score Card

Needs

0 I don't want or need to change anything. There's no need in this area.

1 Let's keep an eye on this

2 We need help with this

3 We need help with this RIGHT NOW!

Strengths

0 This is a centerpiece and very useful strength

1 This is a useful strength

2 This could be a potentially useful strength one day

3 This isn't a usable strength

PSC Scoring Sheet

CLEAR RESPONSES

LOS ANGELES COUNTY DEPARTMENT OF MENTAL HEALTH
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Pediatric Symptom Checklist (PSC-35) Scoring Sheet

Client information		
Child/Youth's Name:	Child/Youth's Date of Birth:	DMH ID#:
Respondent's Name:	Respondent's Relationship to Child/Youth	
Assessment Date (mm/dd/yyyy):	Assessment Type: ◯ Initial ◯ Reassessment ◯ Discharge	

Item No.	Attention subscale items	Never (0)	Sometimes (1)	Often (2)
4	Fidgety, unable to sit still	◉	◯	◯
7	Acts as if driven by a motor	◉	◯	◯
8	Daydreams too much	◯	◯	◯
9	Distracted easily	◯	◯	◯
14	Has trouble concentrating	◯	◯	◯

Attention subscale score: 0

Item No.	Anxiety/Depression subscale items	Never (0)	Sometimes (1)	Often (2)
11	Feels sad or unhappy	◯	◯	◯
13	Feels hopeless	◯	◯	◯
19	Is down on him or herself	◯	◯	◯
22	Worries a lot	◯	◯	◯
27	Seems to be having less fun	◯	◯	◯

Anxiety/Depression subscale score: 0

Item No.	Behavioral/Interpersonal subscale items	Never (0)	Sometimes (1)	Often (2)
16	Fights with other children	◯	◯	◯
29	Does not listen to rules	◯	◯	◯
31	Does not understand other people	◯	◯	◯
32	Teases others	◯	◯	◯
33	Blames others for his or her troubles	◯	◯	◯
34	Takes things that do not belong to him or her	◯	◯	◯
35	Refuses to share	◯	◯	◯

Behavioral/Interpersonal subscale score: 0

Summary	Cutoff score	Client score
Attention subscale score	7 or more	0
Anxiety/Depression subscale score	5 or more	0
Behavioral/Interpersonal subscale score	7 or more	0
Total score*		0

*Clinical cutoffs are determined by the age of the child.
- For children ages 3 to 5, scores of 24 and above are clinically significant.
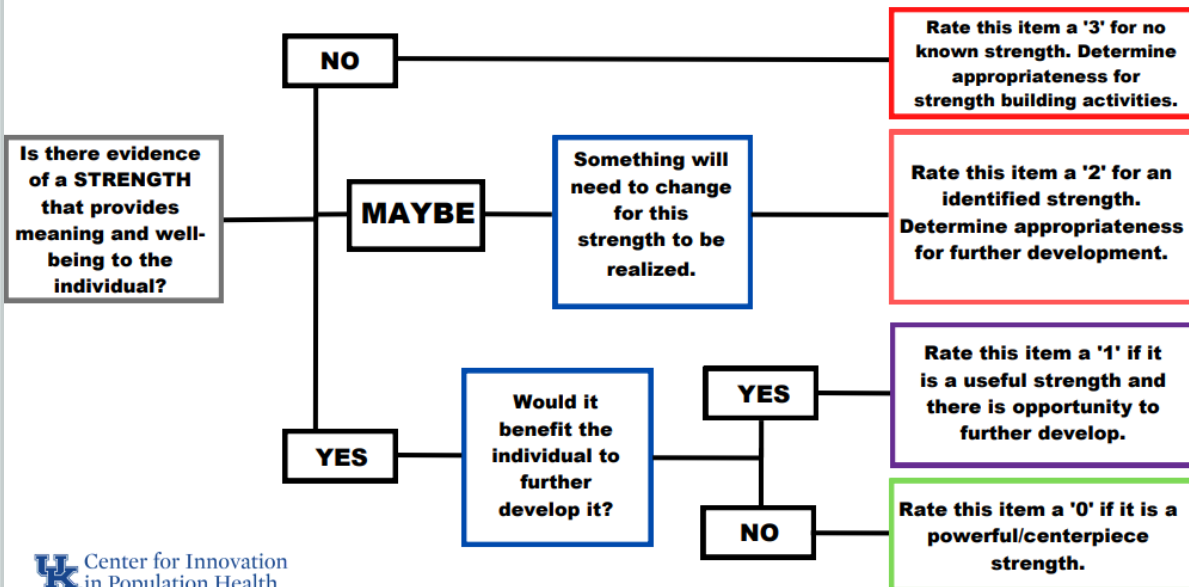- For children/adolescents aged 6 to 18, scores of 28 and above are clinically significant.

How are staff supported at Roybal for their CANS certification?

- Supervisors track recertification dates for staff and send an email reminder 1 month prior to the recertification due date

- Supervisors work with staff during supervision to agree on a date for taking the certification exam and staff enter a block on their scheduling calendars

- Supervisors recommend the use of the Assessing for Strengths & Assessing for Needs Flowcharts when doing the vignettes and feeling unsure of an answer

- Check-ins during their training to address any questions they have or if they need assistance

- Words of encouragement and support! "YOU GOT THIS!"

CANS Needs and Strengths Flowcharts
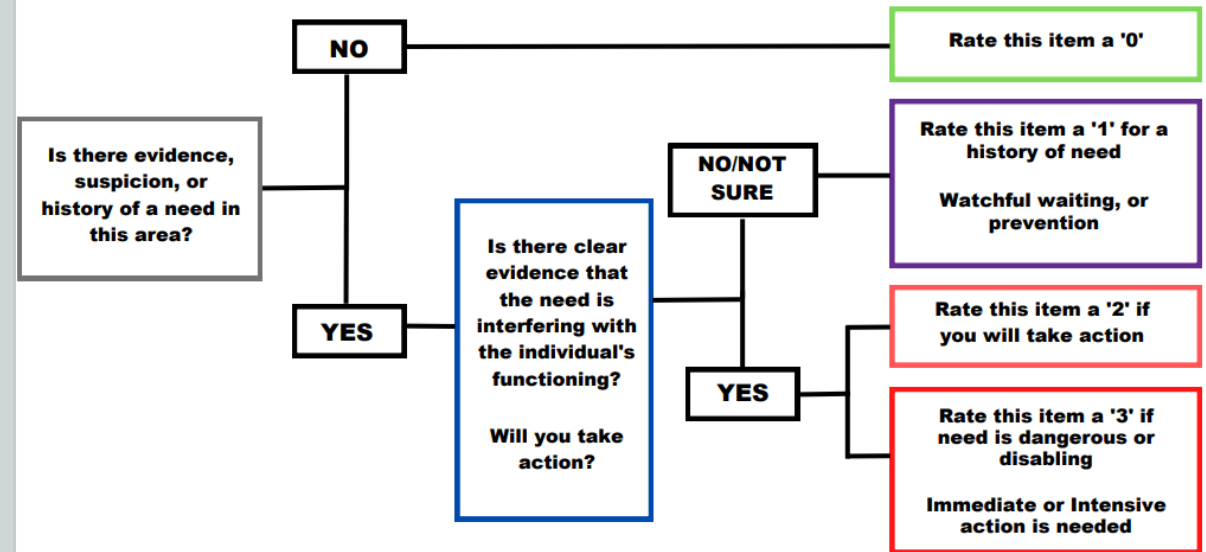
Thank you

Panel Speaker #3

Monica Sanchez

- Outcomes Clerk

- The Guidance Center (Legal Entity Provider)

Leah Guttierez, LMFT

- Program Manager for Quality Improvement

- The Guidance Center (Legal Entity Provider)

CANS/PSC Processes
The Guidance Center (TGC)

Presented by:

Leah Gutierrez, PsyD, Program Manager Quality Improvement

Monica Sanchez, Outcomes Clerk

Supporting Staff with Certification

New Hire Training

- Take online course through TCOM Training
  - Take all modules except certification
- Provide 2-hour TGC specific training
  - Clinical use of CANS through in depth vignette discussion
    - Score vignette independently prior to training
  - Use of CANS/PSC in EHR
  - Certification prep/tips
- Take certification exam after TGC training
  - Supervisor provides support with any needed CANS administrations, has been minimal (dedicated intake team conducts initial CANS)
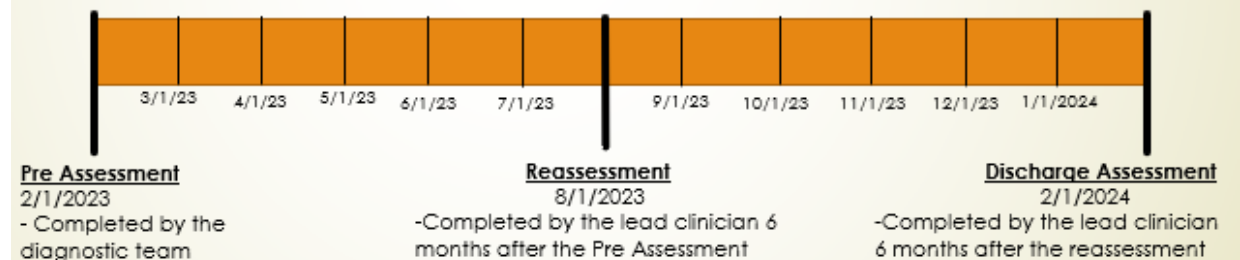 - Will provide individual support by in-house CANS trainers as needed

Supporting Staff with Certification

Ongoing training/certification

- Annual CANS/PSC refresher
  - Importance of Outcomes
  - FAQs
  - Common Errors
- Track certification dates and provide individual reminders to staff and their supervisor the month before certification renewal is due
- Provide individual support by in-house CANS trainers as needed

The Perfect Scenario for PSC & CANS...

➤ Here is the perfect timeline for a client that is in our care for 1 year.

➤ The Pre assessments are done by the diagnostic team, then the subsequent assessments for CANS and PSC would be the responsibility of the lead clinician.

➤ As indicated by the timeline, the perfect scenario is that each assessment is completed 6 months after the previous assessment.

3/1/23 4/1/23 5/1/23 6/1/23 7/1/23 9/1/23 10/1/23 11/1/23 12/1/23 1/1/2024

Pre Assessment
2/1/2023
- Completed by the diagnostic team

Reassessment
8/1/2023
-Completed by the lead clinician 6 months after the Pre Assessment

Discharge Assessment
2/1/2024
-Completed by the lead clinician 6 months after the reassessment

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Resources

- Client "case tracker" with due date calculations

- TCOM/DMH tip sheets

- Use of in-house CANS trainers

- Monthly Tracking reports distributed to Program Managers, Supervisors, and Clinicians

Therapist Name:	Fabulous Clinician						Date:	1/15/2024		
Last, First Name	Caregiver Name	Phone #	Intake Date	CANS/PSC 6mo	EBP Start Date	EBP 6mo	D.O.B	Today's Date	AGE	Diagno
Client A	Caregiver A	562-123-4567	7/15/2023	1/15/2024	10/20/2023	4/20/2024	x	x	#####	x
Client B	Caregiver B	310-765-4321	8/1/2023	2/1/2024	8/1/2023	2/1/2024	x	x	#####	x
Client C	N/A	562-111-1111	12/11/2023	6/11/2024			x	x	#####	x
Client D	Caregiver D	310-999-9999	1/15/2024	7/15/2024	2/5/2024	8/5/2024	x	x	#####	x

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Managing CANS/PSC Workflow

- Create and send out monthly reports that lists upcoming CANS and PSC assessments, as well as due and past due CANS and PSC's.

- These larger reports are sent out to the program managers, so they are able to get a grasp of how well the clinicians are doing at completing the assessments each month.

- After they are sent to the programs, emails are sent to each clinician and their supervisor and list out all CANS and PSC assessments that will need to be completed soon, usually about 3 months.

- At TGC, we have seen an increase in the amount of completed CANS and PSC (that are within the timeframe) and less errors.

Examples of our CANS and PSC Monthly report (due and past due)

Location	Case Manager	Client ID	Client Name	Date of last valid PSC	Next PSC due date	PSC Reassessment Status	CANS Program Admit Date	Date of last valid CANS	Next CANS due date	CANS Reassessment status	Comments
Compton	Clincian A	1234567	Client A	9/21/22	3/20/23	Reassessment Due	9/21/22	9/21/22	3/20/23	Reassessment Due	
Compton	Clincian A	1234568	Client B	11/4/22	5/3/23	Reassessment Due	11/4/22	11/4/22	5/3/23	Reassessment Due	
Compton	Clincian A	1234569	Client C	9/1/22	2/28/23	Reassessment Due	9/1/22	9/1/22	2/28/23	Reassessment Due	
Compton	Clincian A	1234570	Client D	8/31/21	2/27/22	Reassessment Past Due	9/16/21	9/16/21	3/15/22	Reassessment Past Due	
Compton	Clincian A	1234571	Client E	4/13/22	10/10/22	Reassessment Past Due	4/13/22	4/13/22	10/10/22	Reassessment Past Due	client has a completed discharge summary in their chart, if they are being discharged please complete a discharge PSC/CANS or a
Compton	Clincian A	1234572	Client	6/13/22	12/10/22	Reassessment Past Due	2/13/20	8/27/21	2/23/22	Reassessment Past Due	client has a completed discharge summary in their chart, if they are being discharged please complete a discharge PSC/CANS or a
Compton	Clincian A	1234573	Client F	8/3/22	1/30/23	Reassessment Past Due	9/23/21	8/3/22	1/30/23	Reassessment Past Due	
LB School Based	Clinician B	1234574	Client G	11/17/22	5/16/23	Reassessment Due	3/10/22	11/17/22	5/16/23	Reassessment Due	
LB School Based	Clinician B	1234575	Client H	10/11/22	4/9/23	Reassessment Due	10/11/22	10/11/22	4/9/23	Reassessment Due	
LB School Based	Clinician B	1234576	Client I	9/15/22	3/14/23	Reassessment Due	3/25/22	9/15/22	3/14/23	Reassessment Due	
LB School Based	Clinician B	1234577	Client J	10/12/22	4/10/23	Reassessment Due	10/12/22	10/12/22	4/10/23	Reassessment Due	
LB School Based	Clinician B	1234578	Client K	11/14/22	5/13/23	Reassessment Due	5/11/22	11/14/22	5/13/23	Reassessment Due	
LB School Based	Clinician B	1234579	Client L	9/15/22	3/14/23	Reassessment Due	3/28/22	9/15/22	3/14/23	Reassessment Due	
LB School Based	Clinician B	1234580	Client M	10/10/22	4/8/23	Reassessment Due	4/13/22	10/10/22	4/8/23	Reassessment Due	

Examples of our CANS and PSC Monthly report (due in the future)

Location	Lead Clinician	Client ID	Client Name	PSC Program Admit Date	Date of last valid PSC	Next PSC due date	CANS Program Admit Date	Date of last valid CANS	Next CANS due date	Comments
Compton	Clincian A	1234567	Client A	3/17/23	3/17/23	9/13/23	n/a	n/a	n/a	CANS admin close given, please give initial assessment if client is still in services
Compton	Clincian A	1234568	Client B	10/10/22	4/3/23	9/30/23	10/10/22	4/3/23	9/30/23	
Compton	Clincian A	1234569	Client C	1/26/23	1/26/23	7/25/23	1/26/23	1/26/23	7/25/23	
Compton	Clincian A	1234570	Client D	10/4/22	4/3/23	9/30/23	10/4/22	4/3/23	9/30/23	
Compton	Clincian A	1234571	Client E	7/14/22	4/3/23	9/30/23	7/14/22	4/3/23	9/30/23	
Compton	Clincian A	1234572	Client	3/8/22	9/19/22	3/18/23	3/8/22	9/19/22	3/18/23	
Compton	Clincian A	1234573	Client F	9/30/22	9/30/22	3/29/23	9/30/22	9/30/22	3/29/23	
LB School Based	Clinician B	1234574	Client G	2/22/21	9/30/22	3/29/23	2/22/21	3/30/23	9/26/23	
LB School Based	Clinician B	1234575	Client H	9/30/22	9/30/22	3/29/23	9/30/22	9/30/22	3/29/23	
LB School Based	Clinician B	1234576	Client I	1/25/22	8/11/22	2/7/23	1/25/22	8/11/22	2/7/23	
LB School Based	Clinician B	1234577	Client J	9/9/22	9/9/22	3/8/23	9/9/22	9/9/22	3/8/23	
LB School Based	Clinician B	1234578	Client K	7/7/22	7/7/22	1/3/23	7/7/22	7/7/22	1/3/23	
LB School Based	Clinician B	1234579	Client L	2/23/22	8/30/22	2/26/23	2/23/22	8/30/22	2/26/23	

Thank you

Panel Speaker #4

Iva Svetlikova, LMFT

- Chief Quality and Compliance Officer

- Masada Community Mental Health Services (Legal Entity Provider)

Khai Nguyen, LMFT

- Director of Information Systems and Analytics

- Masada Community Mental Health Services (Legal Entity Provider)

CANS/PSC Workflow and CANS Certification

PRESENTED BY:

IVA SVETLIKOVA, MS, LMFT
CHIEF QUALITY AND COMPLIANCE OFFICER
&
KHAI NGUYEN, MS, LMFT
DIRECTOR OF INFORMATION SYSTEMS AND ANALYTICS

Introduction

Masada Community Mental Health Services is a nonprofit organization whose mission is to provide comprehensive, solution-based mental health and social services that enhance the lives of children, youth, families and adults, while contributing to the overall well-being of communities.

CANS/PSC TRAINING & CERTIFICATION

CANS Certification is a requirement in Masada's onboarding process for newly hired Therapists as well as training in using the PSC

Masada's Power Point Training on PSC-35

- Overview of the purpose of PSC-35

- How to score the PSC-35

- Clinical cut-offs based on client's age
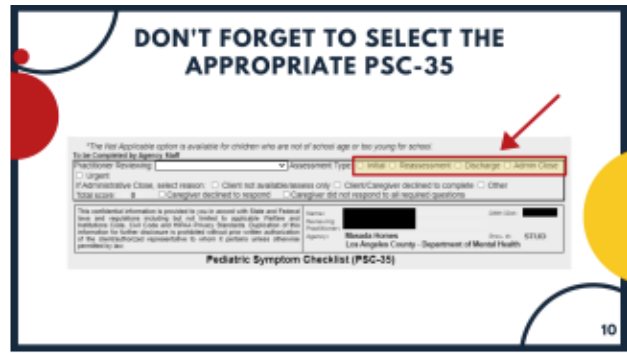
Masada's Power Point Training on PSC-35

- Subscale Cut points
- Caveats
- What to do with missed items
- Selecting the appropriate PSC-35
- When to administer PSC-35

CANS/PSC Administrative Close Scenarios

CANS/PSC-35: Administrative Close Scenarios
Summarized from QA/QI Central Meeting Jan 2023 from DMH EPSDT Outcomes Team

Assessment - only Initial CANS/PSC completed
1. *Initial Assessment is a single episode*
Solution: Submit an *Administrative Close* to end the treatment cycle, select "*other*."
The assessment date needs to be at least one day after the date of the Initial, otherwise it's considered a failed submission. Ex: Initial dated 1/10/23, then date the *Admin Close* on 1/11/23 or later.

2. *Client was receiving services for a bit, but Discharge wasn't completed*
Solution: Submit an *Administrative Close* and select reason: "*not available,declined, or other*" and the assessment date can be the last date of treatment.

Caregiver or Client declined to complete at Discharge
1. *At time of discharge, caregiver/client declined to complete the PSC.*
Solution: Submit an *Administrative Close* and select reason: "*not available/declined.*" The assessment date of the *Administrative Close* can be the same date as the discharge date.

FYI: Do not submit a *Discharge* PSC and select "*Caregiver declined to respond;*" submit an *Administrative Close* instead, otherwise it is considered an "invalid" submission.

2. *At time of discharge, caregiver/client declined to complete CANS*
Solution for CANS: If the Therapist has sufficient information at time of discharge to score the CANS without Cx/Cg, then complete the *Discharge* CANS; if not, do an *Admin Close* and select reason:"*not available/declined/other.*"

Client ages out (PSC= age 19; CANS= age 21)
1: *Cx's 19th (for PSC) or 21st birthday (for CANS) is coming up.*
Solution: complete a *Discharge* CANS prior to the client's 21st birthday complete *Discharge* PSC prior to client's 19th birthday.

2. *Cx has already aged out; 19th (PSC) or 21st (CANS) birthday has passed*
Solution: complete *Admin Close* -select reason "*other*" and date it before the Cx's 19th birthday for the PSC or 21st birthday for the CANS.

3: *Doing a Reassessment PSC but discovering that Cx had already turned 19.*
Solution: Instead of submitting a Reassessment, submit *Administrative Close* and "*other*" dating it the the day before the Client's 19th birthday, not the date of submission.

Reassessment is done and the client is discharged one month later
Solution: Need to submit either a *Discharge* (can use scores from that last reassessment if applicable) or *Admin Close* to end the treatment cycle.

Rev. 9/26/2023   1/1

The CANS/PSC Administrative Close Scenario Form was created by Masada QA/QI staff as a tool to assist Masada therapists with various situations that would warrant an administrative close of the CANS or PSC

Completing the CANS/PSC

- Checklists
  - Intake
  - 6 Month Review
  - Placement Change
  - Annual
  - Discharge
  - Electronic Health Record (CareLogic)
- Administering CANS/PSC Assessment

Intake Checklist

Outpatient/FSP Child-Young Adult/FSP Adult

❑ 9) **PSC-35** (ages 3-18)* ❑ N/A: Cx is under 3 or 19+ ❑ N/A-If a transfer, review last Masada PSC due date; NO "Initial" ❑ done - Adv Open by OT

❑ 10) **CANS 0-5*** ❑ N/A: Cx is 6+ ❑ N/A-If a transfer, review last Masada CANS due date, NO "Initial" ❑ done at Adv Opening by OT

❑ 11) **CANS-IP*** (ages 6-20) ❑ N/A: Cx is under 6 ❑ N/A: Cx is 21+ ❑ If transfer, review last CANS due date, NO "Initial" ❑ done - Adv Open by OT

Wraparound

❑ 2) **PSC-35** (ages 3-18)* ❑ N/A: Cx is under 3 or 19+ ❑ N/A-If a transfer, review last Masada PSC due date; NO "Initial"

❑ 3) **CANS 0-5** * ❑ N/A: Cx is 6-20 ❑ N/A -If a transfer, review last Masada CANS due date; NO "Initial"

❑ 4) **CANS-IP** * (ages 6-20) ❑ N/A: Cx is under 6 ❑ N/A-If a transfer, review last Masada CANS due date; NO "Initial"

Checklists in CareLogic

Outpatient

Outpatient Intake Checklist

--- INTAKE ---
Notice of Psychotherapy Clients
HIPAA Notice of Privacy Practices
Acknowledgment of Receipt of HIPAA
Authorization to Use or Disclose Information
Consent
Emergency Service Guide
PFI (Obtain signature)
PSC-35 (Ages 3-18)
CANS 0-5
▸ CANS-IP (Ages 6-20)
Immediate/Same Day Services Assessment
Child/Adolescent Assessment Addendum
ICARE Assessment
Columbia Suicide Severity Rating Scale Lifetime/recent
Columbia Suicide Severity Rating Scale Screener
Substance use Parent/Cg Questionnaire (MH552)
Safety Plan (Outpatient)
Problem List
Care Plan

--- 6 MONTH ---
PSC-35 (Ages 3-18)
CANS 0-5
CANS-IP (Ages 6-20)
Columbia Suicide Severity Rating Scale Lifetime/recent
Columbia Suicide Severity Rating Scale Since Last Visit
Columbia Suicide Severity Rating Scale Screener

--- ANNUAL ---
Authorization to Use or Disclose Information
PSC-35 (Ages 3-18)
CANS 0-5
CANS-IP (Ages 6-20)
Columbia Suicide Severity Rating Scale Lifetime/recent
Columbia Suicide Severity Rating Scale Since Last Visit
Substance use Parent/Cg Questionnaire (MH552)
Masada Outpatient Safety Plan
Problem List
Care Plan
Child/Adolescent Assessment Addendum

--- DISCHARGE ---
PSC-35 (Ages 3-18)
CANS 0-5
CANS-IP (Ages 6-20)

FSP Child/Young Adult

FSP-CYA Checklist

--- CHILD/YOUNG ADULT THERAPIST INTAKE ---
Notice of Psychotherapy Clients
HIPAA Notice of Privacy Practices
Acknowledgment of Receipt of HIPAA
Authorization for Use/Disclose Information
Consent
Emergency Service Guide
PFI (Obtain signature)
Consent for Groups/Family Sessions Via Telehealth (MH739)
Caregiver Authorization Affidavit (Optional)
PSC-35 (Age 3-18)
CANS 0-5
CANS-IP (Age 6-20)
Immediate/Same Day Services Assessment
Child/Adolescent Assessment-Addendum
ICARE Assessment
Columbia Suicide Severity Rating Scale Screener
Columbia Suicide Severity Rating Lifetime/Recent
Columbia Suicide Severity Rating Scale Since Last Visit
Supplemental IHBS Assessment
Substance use Parent/Cg Questionnaire (MH552)
Safety Plan (FSP)
Problem List
Care Plan
Baseline OMA

---- THERAPIST 3 MONTHS -----
3 Month OMA
Substance Use/Abuse Questionnaire (for COD Counselor)

--- THERAPIST 6 MONTHS ---
Supplemental IHBS Assessment
PSC-35 (Age 3-18)
CANS 0-5
CANS-IP (Age 6-20)
3 Month OMA
Substance Use/Abuse Questionnaire (for COD Counselor)

--- THERAPIST 9 MONTHS ---
3 Month OMA
Substance Use/Abuse Questionnaire (for COD Counselor)

--- THERAPIST ANNUAL ---
Authorization to Use/Disclose Information
Child /Adolescent Assessment-Addendum
Columbia Suicide Severity Rating Scale Lifetime/Recent
Columbia Suicide Severity Rating Scale Last Visit
Columbia Suicide Rating Scale Screener
PSC-35 (Age 3-18)
CANS 0-5
CANS-IP (Age 6-20)
Problem List
Care Plan
Substance Use/Abuse Questionnaire (for COD Counselor)
Substance use Parent/Cg Questionnaire (MH552)
Safety Plan (FSP)
Supplemental IHBS Assessment
3 Month OMA

--- THERAPIST DISCHARGE ---
PSC-35 (Age 3-18)
CANS 0-5
CANS-IP (Age 6-20)
KEC OMA
Substance Use/Abuse Questionnaire (for COD Counselor)

Checklists in CareLogic

Wraparound Therapist

Wraparound Therapist Checklist

▸ --- INTAKE ---

Notice of Psychotherapy Clients

PSC-35

CANS 0-5

CANS-IP

Immediate/Same Day Services Assessment

Child/Adolescent Assessment-Addendum

ICARE Assessment

Columbia Suicide Severity Rating Scale Lifetime/recent

Columbia Suicide Severity Rating Scale Screener

Columbia Suicide Severity Rating Scale Since Last Visit

Substance use Parent/Cg Questionnaire (MH552)

Safety Plan (Wraparound/IFCCS)

Problem List

Care Plan

Supplemental IHBS Assessment

--- 6 MONTH ---

PSC-35

CANS 0-5

CANS-IP

Supplemental IHBS Assessment

--- ANNUAL ---

Columbia Suicide Severity Rating Scale Lifetime/recent

Columbia Suicide Severity Rating Scale Screener

Columbia Suicide Severity Rating Scale Since Last Visit

Substance use Parent/Cg Questionnaire (MH552)

Safety Plan (Wraparound/IFCCS)

PSC-35

CANS 0-5

CANS-IP

Problem List

Care Plan

Child/Adolescent Assessment-Addendum

Supplemental IHBS Assessment

--- DISCHARGE ---

PSC-35

CANS 0-5

CANS-IP

Consent

Administering CANS & PSC Assessments

- After Therapist completes the CANS during collaboration with Client and Caregiver, Therapist enters data into EHR
- Therapist gives the Caregiver or client, when applicable, the PSC to complete or collaborates to complete the PSC, then enters data into EHR
- Supervisor reviews and countersigns the CANS/PSC

Clinical Utilization of CANS & PSC Assessment

- After collaborating with client and family on the CANS and PSC, use the results to add to the Client's Problem List and Care Plan for treatment planning
- Discuss the CANS and PSC results during Treatment Team meetings and CFT meetings for treatment plannings

CANS/PSC Tracking

- Therapist Checklists for Clients at Intake, 6 months, Annual, Placement Change and Discharge
- iDashboard sends Therapists and Supervisors weekly notifications of when Clients' CANS/PSC are due
- Monthly reminders and updates about CANS/PSC at Agency-Wide QA/QI meetings and Program Staff meetings
- QA/QI Internal Audits Conducted

iDashboard To Track, Monitor, and Notify

Masada utilizes RCI Consulting Services, a value-added reseller, to create iDashboards to help us track, monitor and provide email notifications of upcoming CANS/PSC due dates. This additional support helps ensure CANS/PSC are completed in a timely manner.

Additionally, we've created iDashboards to track and notify staff of when training and recertification is needed for CANS.

iDashboard - Tickler

Masada Ticklers::Tickler

EHR Data as of: 1/10/24 2:09AM **Updated:** 1/10/24 5:00AM

Display # Upcoming Days: 14

Click Here for Tickler Data Points

Tickler:

Org(s):

Supervisor(s):

Provider(s):

Client(s):

Update

Upcoming Items in Next 14 Days

Name	Item	Due Date
	CANS-IP	1/10/24
	PSC-35	1/10/24
	TF-CBT Outcomes	1/24/24
Total Items	3	

Overdue Items

Name	Item	Due Date
Total Items		

1 - Demographics	2 - Last Services	3 - OP	4 - FSP	5 - WRAP	6 - TBS	7 - Comments	8 - SS

Referral Source	CL Episode Date	IBHIS #	Client	Birth Date	Age	RU	Admit Date	Annual Date	Problem List	Care Plan	Current Diagnosis	Provider List	Service Preferences
Clients			20										

CANS/PSC Resources

- Staff are encouraged to use Masada's QA/QI Department as a resource
- DMH QA CANS Training Information and Training Series Resources
- iDashboards for CANS Recertification

Support from Masada's QA/QI Department

- If a therapist fails the CANS recertification exam twice, they are to contact our Quality Assurance and Training Manager for assistance

- Staff are encouraged to consult with Masada's QA/QI Department for any questions regarding certification, due dates, and or CANS/PSC administration

iDashboards for Recertification Reminders

- Therapists with a CANS requirement will see their next certification date displayed on the top left corner of their Personal Productivity Dashboard
- At 6 weeks from their next due date, this date will turn red on their dashboard to give the therapist a visual reminder to plan for their next certification
- Email alerts will be sent to the therapists and their supervisor with the information needed to access their CANS Recertification course at Praed Foundation

Supervisor: ▮▮▮▮▮▮▮
Discipline: Social Work
Hired: 08/21/2017
Terminated:

CANS Next Due: 2021-08-25

Supervisor: ▮▮▮▮▮▮▮
Discipline: MFT
Hired: 03/07/2016
Terminated:

CANS Next Due: 2021-06-07

iDashboards for Recertification Reminders

- Email will go out every Monday based on the therapist's CANS next due date:
  - Weekly beginning at 4 weeks from the next due date
  - Daily once overdue
- Therapist's CANS next due date is calculated in dashboards based on the actual certification and recertification dates provided by the Therapist to the admin team, who will enter the therapist's information directly into dashboards
- Once the therapist's recertification date is updated, their CANS information on their Productivity Dashboard will return to the normal color until they reach their 6-week mark again

CANS iDashboard for Recertification

Summary

The incorporation of iDashboards improves our organization's adherence to CANS/PSC requirements, as well as fulfilling our staff's recertification needs. Our objective is to deploy measurement-based care for a more streamlined and efficient administration and analysis of the data gathered from CANS/PSC.

QUESTIONS?

LOS ANGELES COUNTY
DEPARTMENT OF
MENTAL HEALTH
hope. recovery. wellbeing.

PEI/EPSDT Virtual Drop-in Learning Lab

Next PEI/EPSDT Virtual Drop-in Learning Lab will be:

Tuesday February 13, 2024
from 1pm to 2pm

https://dmh.lacounty.gov/outcomes/training/

Feedback

Please take some time to complete the enclosed evaluation:

https://forms.office.com/g/PXM1tmjVbu

CANS/PSC Webinar 1/25/24
Evaluation Form